Notice of References Cited Application/Control No. 10/624,223 Examiner Charles E. Lu Applicant(s)/Patent Under Reexamination HODSON ET AL. Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	Α	US-6,724,887	04-2004	Eilbacher et al.	379/265.03
*	В	US-5,621,789	04-1997	McCalmont et al.	379/265.06
*	С	US-5,623,406	04-1997	Ichbiah, Jean D.	704/3
*	D	US-6,895,438	05-2005	Ulrich, Paul C.	709/227
*	Е	US-6,356,633	03-2002	Armstrong, Robert W.	379/265.11
	F	US-			
	G	US-			
	Н	US-			
	-	US-			
	J	US-			
	К	US-			
	L	US-			
	М	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	0					
	Р					
	Q					·
	R					
	s		·			
	Т					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Jackson, Kathryn E. "Handling E-mail in a Customer-Centric Organization." URL: http://www.callcentermagazine.com/shared/article/showArticle.jhtml?articleId=17600147. 3/1/2000. 8 pages.
	٧	
	w	
	x	

^{*}A copy of this reference is not being furnished with this Office action. (See MPEP § 707:05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.